# **Monitoring Process**

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## Purpose

To provide education on the monitoring system of Older Americans Act Programs and Services as well as State funded programs, contracted through the Area Agencies on Aging (AAAs)

### Monitoring Overview

- State Units on Aging Are Required by the OAA, CFR, Iowa Code and Iowa Administrative Code, to Provide Oversight, Evaluations, and Monitoring of Each Program, Function or Activity and Funding
- These Requirements Are Used as Instruments to Provide Services and Ensure the Proper Management of Funds
- Provide Clarity, Transparency, Continuity and Consistency Statewide
- Identify Continuous Improvement and Highlight Benchmarks
- Creates a Stronger Aging Network, Collaboratively and Collectively
- Identifies Root Cause Of Compliance Issues Experienced by One AAA or Many?
- Provides an Opportunity to Identify System Issues (Technical Assistance, Training, Administrative Code Interpretation or Adjustment)

## Alignment of Requirements

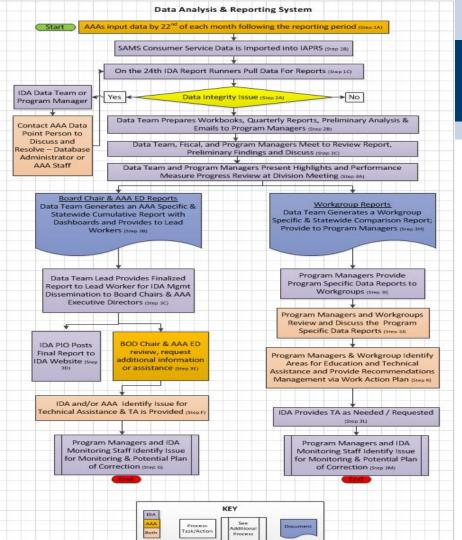
### Reviewed for Alignment

- OAA
- Iowa Code
- Iowa Administrative Code
- State Plan → Area Plan
- Reporting Manual

### Evaluation

#### A Management Tool Utilized to Assess:

- Process Performance Through Data Analysis
- Effectiveness, Efficiencies and Impact of Activities Related to Specific Objectives
- Identifies Areas for:
  - ► Technical Assistance
  - ► Training & Education
- Examines Outcomes & Performance Measures
- Collected at a Specific Time (Quarterly & EOY)



- Quarterly and Year End Data Reports
- Provided to AAA Executive Directors & Work Group Participants
- Work Groups
  - Analyze Data Reports
  - Discuss Performance Measure Progress
- Evaluate
  - Best Practices
  - Identify areas for Technical Assistance and/or Training
  - Identify Gaps



# Monitoring

A management assessment tool utilized to ensure compliance to mandates and requirements such as the Older Americans Act, Iowa Code, Iowa Administrative Code, contracts, grants, etc.



#### **SYSTEM MANAGEMENT**

Step 1: Identify Customer Needs and the Products & Services to Meet the Needs

Step 2:
Define Department
Programs &
Initiatives

Step 3: Determine Criteria for Success

Step 4: Is Program/ Initiative Successful? Step 5: Capture & Improve Programs & Services

- Identify needs based on mandates.
- Identify taxonomies (services within programs & initiatives).
- · Evaluate data.
- Define roles.

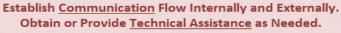
Apply to Each Program/Initiative Identified in Step 2

- Review Department goals.
- Identify programs/ initiatives and how they fit within these goals.
- Define roles for each program & initiative (who is lead and expectations).

- Define performance measures, expectations & roles.
- Identify compliance components.
- Review program guidance.
- Determine quality measures & standards for each program & initiative.
- Review administrative rules.
- Develop & provide training for IDA & AAA staff.

- Determine appropriate assessment tools (interviews, desk audits, onsite visits)
- Establish measures & create dashboard for internal IDA use and review performance measures regularly.
- Conduct data evaluation and analyze outcomes.
- Gather IDA program manager & project lead input from IDA & AAA.
- · Match outcomes with types of TA needed.
- Provide TA & data assistance to AAA's via visits, webinars, training, etc.
- Develop orientation & training materials for IDA staff.
- Identify components & schedule for onsite visits (fiscal audits, programs, compliance audits)
- Establish clear monitoring standards; who monitors what (plans, grants, contractors)
- · Develop monitoring tool based on rules.
- Develop dialogue tool to identify what is going well, areas for improvement, & corrective action.

- Based on Mandates
- Factors in selecting remedies
- Determine available remedies.
- Identify administrative rule barriers & consultation of potential solutions.
- Notice of deficiency(jes)



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### Schedule – Title 3 & Title 7

- Administration
- Fiscal
- Family Caregiver Program
- Nutrition (EB & HP/DP)
- EAPA Program

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April (last 2 weeks)
May
June
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- Administration
- Fiscal
- ADRC
- Legal Assistance
- OAA Services

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Sept
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Oct

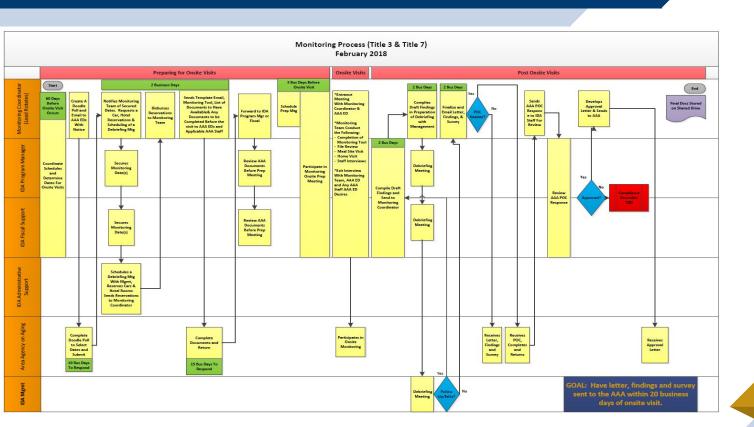
Nov



# Schedule – SCSEP & OWEP (Title 5)

- Occurs in September / October
- Voc Rehab Schedules
- Surveys Satisfaction
  - Employers
  - Job Participants
  - Host Agencies

# Monitoring Process Map



Refer to Process Map Handout



### **FAQs**

- FAQ Document is Included in Handout Packet
- Addresses Issues Such as:
  - How are schedules determined?
  - How is the AAA made aware of what is needed?
  - What occurs during the onsite visits?
  - What happens in case of inclement weather?
  - How and when are AAAs notified of the monitoring onsite findings?

# Consistency & Continuity Methods

- Ensure Communication with IDA Staff, AAA ED & Applicable Staff
- Recorded Training for IDA Staff and FAQ Document
- Recorded Education Segment for AAA Staff and FAQ Document
- Schedule, Timeline and Process Flowchart
- Templates:
  - Email Notifications (Scheduling & Prep Documents)
  - Monitoring Tool Templates
  - Letters
  - Findings
  - Plan of Correction

### Quality Assurance

- Letter, Findings and Survey for AAA EDs and Applicable AAA Staff to Complete Regarding the Monitoring Process
- Are Timeframes Being Met? If Not, Why? And How to Adjust Process
- Any Non Value Added Steps That Can Be Eliminated?

### **Contact Information**

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